

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

STATE OF DELAWARE

ATTACHMENT 7.2-A

SP-187

METHODS OF ADMINISTRATION-CIVIL RIGHTS

Contracts and agreements with providers stipulate that they must abide by Title VI of the Civil Rights Act of 1964. If a complaint is registered by a recipient, a hearing is scheduled in accordance with the state's hearing process at which the complainant and the provider present material relating to the alleged discrimination.

Complainants also have an option of presenting their complaints directly to the Secretary of the Department of Health and Social Services, to the Human Relations Commission of the State of Delaware or to the Secretary of the Department of Health and Human Services.

Notices are posted in all agency offices as well as hospitals and institutions participating in the Title XIX Program. These notices briefly summarize the Civil Rights regulations. All employees throughout the State's Staff Development and Training Program are instructed in rules and regulations with regard to Civil Rights. All recipients are informed of their rights under the Civil Rights Act and advised to register complaints if it is alleged that any employee of the Division is in violation of the Act. Hearings are then scheduled to determine the validity of the allegation. The established hearings procedure is always available.

Periodic review of agencies and vendors is made in accordance with the established procedures.

The methods of administration for Title VI apply to the Division of Economic Services as they do to all Divisions within the Department of Health and Social Services.

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